



Memorandum

#11-035

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Linda Brumble, Unit Manager
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: March 18, 2011

SUBJECT: *Texas-WIN version 4.0E.000*

This memo is to inform you that a new version of Texas-WIN will be downloaded to your clinics by end of day processing beginning the week of March 14, 2011. If your computers have not received the new version by March 25, 2011, please call the helpdesk at 1-800-650-1328.

The new version includes corrections to:

- Inaccurate Smart Card barcode scan.
- Inability to update the Formula Plan under certain scenarios.
- Inaccurate Balance On-Hand reporting for multi-site laptops.

In addition, the following enhancements were made:

- The Dual Participation (DP) resolution screen. Previously, all DP records were displayed whether they were resolved or not. In this new version unresolved DP's will be displayed.
- Enhanced the Replacement Benefits warning message. Previously, when clients were due for a card replacement, a warning alerted staff to call the Help Desk if Replacement Benefits had not arrived on a specific date. The message may have caused staff to call the Help Desk unnecessarily such as when clients were not actually due replacement benefits.

The warning message has been clarified to display as follows:

Warning - W0003

General Warning

Replacement benefits have not arrived.

Please check participants last issuance date. If replacement benefits for the participant are expected, the earliest calculated date of receipt is:
<DATE>

Please call the Help Desk for assistance if the participant should have replacement benefits for current or future months and they have not arrived by the above date.

- Enhanced the Void Benefits process. Previously, staff would need to call the Help Desk for voiding assistance if they accidentally terminated a client's record before voiding their benefits. Now, when staff attempt to terminate a client's record, a check is made to ensure no future benefits have been issued. If future benefits exist, the following message is displayed:

Warning - W0003

General Warning

The client has future month benefits that must be void before the client can be terminated.

Termination aborted.

For those agencies who issue Farmer's Market vouchers, the system will not issue benefits to women and infants who are not turning one year of age during the Farmer's Market issuance months.

If you encounter any problems with this new version, please contact the automation help desk staff at **1-800-650-1328**.

If you have questions or require additional information, please contact Anita Ramos, Training Specialist, Clinic Services Branch, Nutrition Education/Clinic Services Unit, Nutrition Services Section, at (512) 341-4581 or Anita.Ramos@dshs.state.tx.us.